GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2916
ANSWERED ON:09.08.2001
RUSH AT TICKET COUNTERS
PAWAN KUMAR BANSAL

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government are aware that pace of issuing rail tickets at counters for `current booking` is slow and there are long queues at such counters in Delhi;

(b) whether at times passengers have to miss a train not for want of seats/berths in some important trains but for failure to obtain the requisite ticket from the current booking counters; and

(c) if so, the steps taken to improve the service at current booking counters?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND PARLIAMENTARY AFFAIRS (SHRI O.RAJAGOPAL)

(a) & (b): The pace of issuing rail tickets at counters for current booking at stations in Delhi is not slow. During peak hours when a large number of trains depart within a short duration, there may be rush at the counters for unreserved tickets resulting in queues and this leads to a possibility of missing the train when a passenger arrives at the station without sufficient margin.

(c): Steps taken to improve the speedy issue of tickets, include :-

O Computerised Self Printing Ticket Machines (SPTMs) have been provided at the booking windows at important stations to ensure speedy issue of unreserved tickets.

O SPTMs also permit universalisation of counters thus distributing the queue across all counters.

O Improved SPTMs are gradually being brought into service to replace the older machines.

O Opening of additional booking counters during peak season and during the extra ordinary rush period.